

**LOCAL LAWS
OF
THE CITY OF NEW YORK
FOR THE YEAR 2019**

No. 167

Introduced by Council Members Gibson, Rosenthal, Lander, Adams, Richards, Reynoso, Ayala, Salamanca, King, Cornegy, Chin, Perkins, Lancman, Kallos, Constantinides, Cohen, Ampry-Samuel, Rose, Rivera and Barron.

A LOCAL LAW

In relation to implementation of a plan based on findings of the audit of department of social services/human resources administration job centers and SNAP centers

Be it enacted by the Council as follows:

Section 1. Section one of a local law in relation to auditing department of social services/human resources administration job centers and SNAP centers, as proposed in introduction number 1382-A for the year 2019, is amended by adding new subdivisions e, f, g and h to read as follows:

e. As soon as practicable and no later than January 1, 2021, the commissioner of social services shall begin to implement the plan to improve the client experience required pursuant to subdivision d of this local law.

f. The commissioner of social services shall make every effort to ensure that the plan to improve the client experience is implemented at every job center and SNAP center.

g. No later than March 1, 2021, and no later than March 1 every two years thereafter for the next six years, the department shall post on its website and submit to the speaker of the council a report on the progress of the implementation of the plan to improve the client experience. Such report shall include, at minimum:

1. What changes to operations, policies and procedures have been implemented to improve wait times;

2. The current wait times at each job center and SNAP center and how such wait times are calculated;

3. What changes to operations, policies and procedures have been implemented to improve the efficiency and ease of use of the department's phone lines or any similar successor technology;

4. What changes to operations, policies and procedures have been implemented to address staff-to-visitor ratios;

5. What changes to operations, policies and procedures have been implemented to improve access to technology in job centers and SNAP centers; and

6. Whether the number of visitor complaints received has increased or decreased since the implementation of the plan to improve the client experience.

h. The reports specified in subdivisions c and g of this local law shall not contain personally identifiable information.

§ 2. This local law takes effect on the same date as a local law relating to auditing department of social services/human resources administration job centers and SNAP centers, as proposed in introduction number 1382-A for the year 2019, takes effect and is deemed repealed upon the issuance of all reports required by section one of this local law.

THE CITY OF NEW YORK, OFFICE OF THE CITY CLERK, s.s.:

I hereby certify that the foregoing is a true copy of a local law of The City of New York, passed by the Council on August 14, 2019 and returned unsigned by the Mayor on September 16, 2019.

MICHAEL M. McSWEENEY, City Clerk, Clerk of the Council.

CERTIFICATION OF CORPORATION COUNSEL

I hereby certify that the form of the enclosed local law (Local Law No. 167 of 2019, Council Int. No. 1350-A of 2019) to be filed with the Secretary of State contains the correct text of the local law passed by the New York City Council, presented to the Mayor and neither approved nor disapproved within thirty days thereafter.

STEPHEN LOUIS, Acting Corporation Counsel.